

II. AMENDMENTS TO THE CLAIMS

The following listing of claims replaces all prior versions, and listings, of claims in the application:

1. (Currently Amended) A tool for use ~~with~~ by a service technician to find and service an asset that is geographically dispersed from other assets, the tool comprising:

a single hand-held portable computing device;

a database located on the portable computing device;

a wireless interface adapted for connecting the portable computing device to a network via a wireless access protocol;

knowledge base software installed on the portable computing device, wherein the knowledge based software includes at least one of a diagnostic module adapted to conduct diagnostic tests on the asset, a data entry module adapted to record information, and a barcode scanning module adapted to scan a barcode on the asset, wherein the knowledge based software includes a time tracking module adapted to track user time, a work order management module adapted to manage work orders, and a billing module adapted to generate billing information, wherein the knowledge based software includes an electronic signature module adapted to receive electronic signatures on the portable computing device, and wherein the knowledge based software includes messaging software;

a global positioning system (GPS) device attached to the portable computing device; and

asset tracking software, installed on the portable computing device, for receiving an asset GPS location from the asset via the wireless interface, for directing the service technician to the

asset, and for updating asset data, including the asset GPS location, via the wireless interface,
wherein the asset tracking software includes a travel time calculating module adapted to calculate
travel time from a first location to a second location, and wherein the asset tracking software
includes a mapping module adapted to provide a real-time map based on a GPS location of the
tool.

2. (Canceled).

3. (Canceled).

4. (Canceled).

5. (Canceled).

6. (Canceled).

7. (Canceled).

8. (Currently Amended) A network for managing a single hand-held portable computing device used by a user locating and servicing an asset that is geographically dispersed from other assets, the network comprising:

a wireless interface adapted for communicating with the portable computing device via a

wireless access protocol; ~~and~~

asset tracking software for providing asset data including an asset GPS location from the asset via the wireless interface to the portable computing device, for directing the user to the asset, and for receiving an update of asset data, including the asset GPS location, from the portable computing device via the wireless interface;

knowledge based software including a time tracking module adapted to track user time, a work order management module adapted to manage work orders and a billing module adapted to generate billing information, wherein the knowledge based software further includes an electronic signature module adapted to receive electronic signatures from the portable computing device; and

at least one database.

9. (Canceled).

10. (Canceled).

11. (Canceled).

12. (Currently Amended) A tool for use ~~with~~ by a service technician to find and service an asset that is geographically dispersed from other assets, the tool comprising:

a single hand-held portable computing device;

a database located on the portable computing device;

means for connecting the portable computing device to a network;

means for accessing the database;

means, attached to the portable computing device, for determining a global position of the portable computing device; and

means for providing an asset GPS location from the asset that is received via the means for connecting, for directing the service technician to the asset, and for updating asset data, including the asset GPS location, via the means for connecting.

13. (Currently Amended) A tool for use ~~with~~ by a service technician to find and service an asset that is geographically dispersed from other assets, the tool comprising:

a single hand-held portable computing device;

a database located on the portable computing device;

a wireless interface adapted for connecting the portable computing device to a network via a wireless access protocol; ~~and~~

knowledge based software installed on the portable computing device for accessing the database;

a global positioning system (GPS) device attached to the portable computing device; and

asset tracking software, installed on the portable computing device, for receiving an asset GPS location from the asset via the wireless interface, for directing the service technician to the asset, and for updating asset data, including the GPS location, via the wireless interface,

wherein the knowledge based software includes a time tracking module adapted to track user time, a work order management module adapted to manage work orders and a billing

module adapted to generate billing information.

14. (Canceled).

15-21. (Withdrawn).

22. (Original) A tool for use ~~with~~ by a service technician to find and service an asset that is geographically dispersed from other assets, the tool comprising:

a single hand-held portable computing device;

a database located on the portable computing device;

means for connecting the portable computing device to a network;

knowledge based software including:

means for tracking time of a user on the tool;

means for managing work orders on the tool; and

means for generating billing information on the tool;

means, attached to the portable computing device, for determining a global position of the portable computing device; and

means for providing an asset GPS location that is received from the asset via the

means for connecting, for directing the service technician to the asset, and for

updating asset data, including the asset GPS location, via the means for connecting.